

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - First Contact Resolution			
				High	Low	Medium	FCR Total
Tax Commission	Application Services	Paul Lundell	Novell GroupWise	0	1	0	1
				0	0	0	0
		Product Total		0	1	0	1
				0	0	0	0
		Tony Larsen	Novell GroupWise	0	1	0	1
				0	0	0	0
		Product Total		0	1	0	1
				0	0	0	0
	Help Desk	Tracy Goble	ZENworks for Desktops	0	1	0	1
				0	0	0	0
		Product Total		0	1	0	1
				0	0	0	0
		Assigned to Individual Total		0	3	0	3
				0	0	0	0
		Brenda Treadway	Utah Master Directory	0	1	0	1
				0	1	0	1
		Product Total		0	1	0	1
				0	1	0	1
		James Stearns	Utah Master Directory	0	1	0	1
				0	1	0	1
		Product Total		0	1	0	1
				0	1	0	1

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	FCR Total	
Tax Commission	Help Desk	Vicky Marrelli	State Payroll Time Entry	0 0	1 1	0 0	1 1	
			Product Total	0 0	1 1	0 0	1 1	
		Assigned to Individual Total			0 0	3 3	0 0	3 3
		Metro B Desktop Support	Anthony Booyse	GenTax	0 0	1 0	0 0	1 0
				Internet Explorer	0 0	1 0	0 0	1 0
				Ipads	0 0	1 0	0 0	1 0
	Microsoft Windows XP			0 0	1 0	0 0	1 0	
	None			0 0	7 0	0 0	7 0	
	Symantec AntiVirus			0 0	1 0	0 0	1 0	
	ZENworks for Desktops			0 0	1 0	0 0	1 0	
	Product Total			0 0	13 0	0 0	13 0	
	Bill Crowther		None	0 0	1 0	0 0	1 0	
			Product Total	0 0	1 0	0 0	1 0	
	Cindy Reed		None	0 0	6 1	0 0	6 1	

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	FCR Total
Tax Commission	Metro B Desktop Support	Cindy Reed	Novell eDirectory	0	1	0	1
				0	0	0	0
			Product Total	0	7	0	7
				0	1	0	1
		Jay Locker	Motor Vehicle Administration	0	0	1	1
				0	0	0	0
			None	0	8	0	8
				0	0	0	0
			Novell eDirectory	0	1	0	1
				0	0	0	0
			Product Total	0	9	1	10
				0	0	0	0
		Ken Bolkcom	Microsoft Excel	0	1	0	1
				0	0	0	0
			Microsoft Windows XP	0	1	0	1
				0	0	0	0
		Michael Barth	None	0	15	0	15
				0	0	0	0
			Product Total	0	17	0	17
				0	0	0	0
			Microsoft Windows XP	0	1	0	1
				0	0	0	0
			None	0	9	0	9
				0	0	0	0
			Symantec AntiVirus	0	1	0	1
				0	0	0	0
			Product Total	0	11	0	11
				0	0	0	0

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	FCR Total
Tax Commission	Metro B Desktop Support	Sean Chadbourne	Adobe Acrobat	0 0	1 0	0 0	1 0
			Internet Explorer	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	10 0	0 0	10 0
			PGP	0 0	1 0	0 0	1 0
			<b>Product Total</b>	0 0	14 0	0 0	14 0
		Torri Randa	None	0 0	1 0	0 0	1 0
			<b>Product Total</b>	0 0	1 0	0 0	1 0
		Tyler Pearce	None	0 0	2 0	0 0	2 0
			<b>Product Total</b>	0 0	2 0	0 0	2 0
		Wayne Higgs	Internet Explorer	0 0	1 0	0 0	1 0
			None	0 0	3 0	0 0	3 0
			<b>Product Total</b>	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>		0 0	79 1	1 0	80 1

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	FCR Total
Tax Commission	Metro B Help Desk	Gavin Barney	Acrobat Reader	0 0	2 2	0 0	2 2
			Adobe Acrobat	0 0	2 2	0 0	2 2
			Adobe Reader	0 0	2 2	0 0	2 2
			Avaya CentreVu Supervisor	0 0	1 1	0 0	1 1
			GenTax	0 0	22 22	0 0	22 22
			Gmail	0 0	1 1	0 0	1 1
			Internet Explorer	0 0	8 8	0 0	8 8
			Microsoft Visio Standard 2003	0 0	1 1	0 0	1 1
			Microsoft Windows 7	0 0	1 1	0 0	1 1
			Microsoft Windows XP	0 0	20 20	0 0	20 20
			Motor Vehicle Administration	0 0	25 25	0 0	25 25
			None	0 0	64 62	0 0	64 62
			Novell Client for 32-bit Windows	0 0	13 13	0 0	13 13
			Novell GroupWise	0 0	9 9	0 0	9 9

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	FCR Total
Tax Commission	Metro B Help Desk	Gavin Barney	Oracle 8 Enterprise Edition	0 0	1 1	0 0	1 1
			PGP	0 0	2 2	0 0	2 2
			PKZip	0 0	1 1	0 0	1 1
			State Payroll Time Entry	0 0	1 1	0 0	1 1
			Symantec AntiVirus	0 0	6 6	0 0	6 6
			Utah Criminal Justice	0 0	1 1	0 0	1 1
			ZENworks for Desktops	0 0	10 10	0 0	10 10
			<b>Product Total</b>	0 0	193 191	0 0	193 191
		Torri Randa	Adobe Acrobat	0 0	1 1	0 0	1 1
			Cisco AnyConnect VPN	0 0	1 1	0 0	1 1
			GenTax	0 0	17 17	0 0	17 17
			Internet Explorer	0 0	2 2	0 0	2 2
			Microsoft Excel	0 0	1 1	0 0	1 1
			Microsoft Windows XP	0 0	11 11	0 0	11 11

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	FCR Total
Tax Commission	Metro B Help Desk	Torri Randa	Motor Vehicle Administration	0 0	3 3	0 0	3 3
			None	0 0	81 79	0 0	81 79
			Novell Client for 32-bit Windows	0 0	20 20	0 0	20 20
			Novell eDirectory	0 0	2 2	0 0	2 2
			Novell GroupWise	0 0	9 7	0 0	9 7
			Novell Messenger	0 0	1 1	0 0	1 1
			State Payroll Time Entry	0 0	1 1	0 0	1 1
			Symantec AntiVirus	0 0	5 5	0 0	5 5
			Utah Criminal Justice	0 0	1 1	0 0	1 1
			ZENworks for Desktops	0 0	9 9	0 0	9 9
			<b>Product Total</b>	0 0	165 161	0 0	165 161
		Val Shepherd	Contract Approval Payment System	0 0	1 1	0 0	1 1
			<b>Product Total</b>	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>		0 0	359 353	0 0	359 353

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	FCR Total
Tax Commission	Metro B Hosting	Paul Engberson	None	0 0	1 0	1 0	2 0
			Product Total	0 0	1 0	1 0	2 0
		Randy Spainhower	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	2 0	1 0	3 0
	Metro C Help Desk	Chris Olson	Offender Tracking	0 0	1 1	0 0	1 1
			Product Total	0 0	1 1	0 0	1 1
		Assigned to Individual Total		0 0	1 1	0 0	1 1
	Network Operations	Brian Chatwin	None	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Dave Bodily	None	0 0	6 0	0 0	6 0
			Product Total	0 0	6 0	0 0	6 0
		Robert Ryan	None	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0



# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	FCR Total
Tax Commission	Network Operations	Assigned to Individual Total		0 0	10 0	0 0	10 0
	Rural Central Desktop Support	Paul Petersen	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Rural North Desktop Support	Don Higgs	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Rural South Desktop Support	Meladye Shively	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Security	Sharon Smith	None	0 0	1 0	0 0	1 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			Utah Master Directory	0 0	1 0	0 0	1 0

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	FCR Total
Tax Commission	Security	Sharon Smith	Product Total	0 0	4 0	0 0	4 0
		Assigned to Individual Total		0 0	4 0	0 0	4 0
		Strategic Communications	Luis Larios	None	0 0	1 0	0 0
	Product Total			0 0	1 0	0 0	1 0
	Assigned to Individual Total		0 0	1 0	0 0	1 0	
	Voice Operations		Britany Finlay	None	0 0	1 0	0 0
		Product Total		0 0	1 0	0 0	1 0
		Gail Christiansen	Telephone	1 0	3 0	0 0	4 0
			Product Total	1 0	3 0	0 0	4 0
		Julie Sabato	Telephone	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Kelly Johnson	Telephone	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Romanza Hamblin	None	0 0	2 1	0 0	2 1

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	FCR Total
Tax Commission	Voice Operations	Romanza Hamblin	Telephone	0	3	0	3
				0	2	0	2
			Product Total	0	5	0	5
				0	3	0	3
			Assigned to Individual Total	1	12	0	13
			0	3	0	3	
	Voice/Data/WAN Services	Art Scott	Telephone	0	1	0	1
				0	0	0	0
			Product Total	0	1	0	1
				0	0	0	0
		Mike Johnson	Telephone	0	1	0	1
				0	0	0	0
		Product Total	0	1	0	1	
		0	0	0	0		
	Assigned to Individual Total	0	2	0	2		
		0	0	0	0		
	Customer Company Total			1	479	2	482
			0	361	0	361	
Customer Company Total				1	479	2	482
			0	361	0	361	

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Initial Response			
				High	Low	Medium	MIR Total
Tax Commission	Application Services	Paul Lundell	Novell GroupWise	0	1	0	1
				0	0	0	0
		Tony Larsen	Novell GroupWise	0	1	0	1
				0	0	0	0
		Tracy Goble	ZENworks for Desktops	0	1	0	1
				0	0	0	0
		Assigned to Individual Total		0	3	0	3
				0	0	0	0
	Help Desk	Brenda Treadway	Utah Master Directory	0	1	0	1
				0	0	0	0
		James Stearns	Utah Master Directory	0	1	0	1
				0	0	0	0

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MIR Total
Tax Commission	Help Desk	Vicky Marrelli	State Payroll	0	1	0	1
			Time Entry	0	0	0	0
			<b>Product Total</b>	0	1	0	1
				0	0	0	0
	<b>Assigned to Individual Total</b>			0	3	0	3
				0	0	0	0
	Metro B Desktop Support	Anthony Booyse	GenTax	0	1	0	1
				0	0	0	0
			Internet Explorer	0	1	0	1
				0	0	0	0
			Ipads	0	1	0	1
				0	0	0	0
			Microsoft Windows XP	0	1	0	1
				0	0	0	0
			None	0	7	0	7
				0	0	0	0
			Symantec AntiVirus	0	1	0	1
				0	0	0	0
			ZENworks for Desktops	0	1	0	1
				0	0	0	0
			<b>Product Total</b>	0	13	0	13
				0	0	0	0
		Bill Crowther	None	0	1	0	1
				0	0	0	0
			<b>Product Total</b>	0	1	0	1
				0	0	0	0
		Cindy Reed	None	0	6	0	6
				0	0	0	0

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MIR Total
Tax Commission	Metro B Desktop Support	Cindy Reed	Novell eDirectory	0	1	0	1
				0	0	0	0
			<b>Product Total</b>	0	7	0	7
				0	0	0	0
		Jay Locker	Motor Vehicle Administration	0	0	1	1
				0	0	0	0
			None	0	8	0	8
				0	0	0	0
			Novell eDirectory	0	1	0	1
				0	0	0	0
			<b>Product Total</b>	0	9	1	10
				0	0	0	0
		Ken Bolkcom	Microsoft Excel	0	1	0	1
				0	0	0	0
			Microsoft Windows XP	0	1	0	1
				0	0	0	0
			None	0	15	0	15
				0	0	0	0
			<b>Product Total</b>	0	17	0	17
				0	0	0	0
		Michael Barth	Microsoft Windows XP	0	1	0	1
				0	0	0	0
			None	0	9	0	9
				0	0	0	0
			Symantec AntiVirus	0	1	0	1
				0	0	0	0
			<b>Product Total</b>	0	11	0	11
				0	0	0	0

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MIR Total
Tax Commission	Metro B Desktop Support	Sean Chadbourne	Adobe Acrobat	0	1	0	1
				0	0	0	0
			Internet Explorer	0	1	0	1
				0	0	0	0
			Microsoft Windows XP	0	1	0	1
				0	0	0	0
			None	0	10	0	10
				0	0	0	0
			PGP	0	1	0	1
				0	0	0	0
			Product Total	0	14	0	14
				0	0	0	0
		Torri Randa	None	0	1	0	1
				0	0	0	0
			Product Total	0	1	0	1
				0	0	0	0
		Tyler Pearce	None	0	2	0	2
				0	0	0	0
			Product Total	0	2	0	2
				0	0	0	0
		Wayne Higgs	Internet Explorer	0	1	0	1
				0	0	0	0
			None	0	3	0	3
				0	0	0	0
			Product Total	0	4	0	4
				0	0	0	0
		Assigned to Individual Total		0	79	1	80
				0	0	0	0

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MIR Total
Tax Commission	Metro B Help Desk	Gavin Barney	Acrobat Reader	0 0	2 0	0 0	2 0
			Adobe Acrobat	0 0	2 0	0 0	2 0
			Adobe Reader	0 0	2 0	0 0	2 0
			Avaya CentreVu Supervisor	0 0	1 0	0 0	1 0
			GenTax	0 0	22 0	0 0	22 0
			Gmail	0 0	1 0	0 0	1 0
			Internet Explorer	0 0	8 0	0 0	8 0
			Microsoft Visio Standard 2003	0 0	1 0	0 0	1 0
			Microsoft Windows 7	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	20 0	0 0	20 0
			Motor Vehicle Administration	0 0	25 0	0 0	25 0
			None	0 0	64 0	0 0	64 0
			Novell Client for 32-bit Windows	0 0	13 0	0 0	13 0
			Novell GroupWise	0 0	9 0	0 0	9 0



# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MIR Total
Tax Commission	Metro B Help Desk	Gavin Barney	Oracle 8 Enterprise Edition	0 0	1 0	0 0	1 0
			PGP	0 0	2 0	0 0	2 0
			PKZip	0 0	1 0	0 0	1 0
			State Payroll Time Entry	0 0	1 0	0 0	1 0
			Symantec AntiVirus	0 0	6 0	0 0	6 0
			Utah Criminal Justice	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	10 0	0 0	10 0
			<b>Product Total</b>	0 0	193 0	0 0	193 0
		Torri Randa	Adobe Acrobat	0 0	1 0	0 0	1 0
			Cisco AnyConnect VPN	0 0	1 0	0 0	1 0
			GenTax	0 0	17 0	0 0	17 0
			Internet Explorer	0 0	2 0	0 0	2 0
			Microsoft Excel	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	11 0	0 0	11 0

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MIR Total
Tax Commission	Metro B Help Desk	Torri Randa	Motor Vehicle Administration	0 0	3 0	0 0	3 0
			None	0 0	81 0	0 0	81 0
			Novell Client for 32-bit Windows	0 0	20 0	0 0	20 0
			Novell eDirectory	0 0	2 0	0 0	2 0
			Novell GroupWise	0 0	9 0	0 0	9 0
			Novell Messenger	0 0	1 0	0 0	1 0
			State Payroll Time Entry	0 0	1 0	0 0	1 0
			Symantec AntiVirus	0 0	5 0	0 0	5 0
			Utah Criminal Justice	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	9 0	0 0	9 0
			<b>Product Total</b>	0 0	165 0	0 0	165 0
		Val Shepherd	Contract Approval Payment System	0 0	1 0	0 0	1 0
			<b>Product Total</b>	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>		0 0	359 0	0 0	359 0

## Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MIR Total	
Tax Commission	Metro B Hosting	Paul Engberson	None	0	1	1	2	
				0	1	1	2	
			Product Total	0	1	1	2	
				0	1	1	2	
		Randy Spainhower	None	0	1	0	1	
				0	0	0	0	
			Product Total	0	1	0	1	
				0	0	0	0	
		Assigned to Individual Total			0	2	1	3
					0	1	1	2
	Metro C Help Desk	Chris Olson	Offender Tracking	0	1	0	1	
				0	0	0	0	
			Product Total	0	1	0	1	
			0	0	0	0		
		Assigned to Individual Total			0	1	0	1
				0	0	0	0	
	Network Operations	Brian Chatwin	None	0	2	0	2	
				0	0	0	0	
			Product Total	0	2	0	2	
				0	0	0	0	
		Dave Bodily	None	0	6	0	6	
				0	0	0	0	
			Product Total	0	6	0	6	
				0	0	0	0	
		Robert Ryan	None	0	2	0	2	
				0	0	0	0	
			Product Total	0	2	0	2	
				0	0	0	0	

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MIR Total
Tax Commission	Network Operations	Assigned to Individual Total		0 0	10 0	0 0	10 0
	Rural Central Desktop Support	Paul Petersen	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Rural North Desktop Support	Don Higgs	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Rural South Desktop Support	Meladye Shively	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Security	Sharon Smith	None	0 0	1 0	0 0	1 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			Utah Master Directory	0 0	1 0	0 0	1 0

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MIR Total
Tax Commission	Security	Sharon Smith	Product Total	0 0	4 0	0 0	4 0
		Assigned to Individual Total		0 0	4 0	0 0	4 0
		Strategic Communications	Luis Larios	None	0 0	1 0	0 0
	Product Total			0 0	1 0	0 0	1 0
	Assigned to Individual Total		0 0	1 0	0 0	1 0	
	Voice Operations		Britany Finlay	None	0 0	1 0	0 0
		Product Total		0 0	1 0	0 0	1 0
		Gail Christiansen	Telephone	1 0	3 0	0 0	4 0
			Product Total	1 0	3 0	0 0	4 0
		Julie Sabato	Telephone	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Kelly Johnson	Telephone	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Romanza Hamblin	None	0 0	2 0	0 0	2 0

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MIR Total
Tax Commission	Voice Operations	Romanza Hamblin	Telephone	0	3	0	3
				0	0	0	0
		Product Total		0	5	0	5
				0	0	0	0
		Assigned to Individual Total		1	12	0	13
				0	0	0	0
	Voice/Data/WAN Services	Art Scott	Telephone	0	1	0	1
				0	0	0	0
		Product Total		0	1	0	1
				0	0	0	0
		Mike Johnson	Telephone	0	1	0	1
				0	0	0	0
Product Total		0	1	0	1		
		0	0	0	0		
Assigned to Individual Total		0	2	0	2		
		0	0	0	0		
Customer Company Total				1	479	2	482
				0	1	1	2
Customer Company Total				1	479	2	482
				0	1	1	2

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number -Average time in hours			
				High	Low	Medium	ATTIR Total
Tax Commission	Application Services	Paul Lundell	Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Tony Larsen	Novell GroupWise	0 0.00	1 0.61	0 0.00	1 0.61
			Product Total	0 0.00	1 0.61	0 0.00	1 0.61
		Tracy Goble	ZENworks for Desktops	0 0.00	1 0.22	0 0.00	1 0.22
			Product Total	0 0.00	1 0.22	0 0.00	1 0.22
		Assigned to Individual Total		0 0.00	3 0.28	0 0.00	3 0.28
	Help Desk	Brenda Treadway	Utah Master Directory	0 0.00	1 0.03	0 0.00	1 0.03
			Product Total	0 0.00	1 0.03	0 0.00	1 0.03
		James Stearns	Utah Master Directory	0 0.00	1 0.49	0 0.00	1 0.49
			Product Total	0 0.00	1 0.49	0 0.00	1 0.49

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTIR Total
Tax Commission	Help Desk	Vicky Marrelli	State Payroll Time Entry	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		0 0.00	3 0.17	0 0.00	3 0.17
	Metro B Desktop Support	Anthony Booyse	GenTax	0 0.00	1 0.15	0 0.00	1 0.15
			Internet Explorer	0 0.00	1 0.02	0 0.00	1 0.02
			Ipads	0 0.00	1 0.11	0 0.00	1 0.11
			Microsoft Windows XP	0 0.00	1 0.09	0 0.00	1 0.09
			None	0 0.00	7 0.06	0 0.00	7 0.06
			Symantec AntiVirus	0 0.00	1 0.05	0 0.00	1 0.05
			ZENworks for Desktops	0 0.00	1 0.33	0 0.00	1 0.33
			Product Total	0 0.00	13 0.09	0 0.00	13 0.09
		Bill Crowther	None	0 0.00	1 0.04	0 0.00	1 0.04
			Product Total	0 0.00	1 0.04	0 0.00	1 0.04
		Cindy Reed	None	0 0.00	6 0.12	0 0.00	6 0.12



# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTIR Total
Tax Commission	Metro B Desktop Support	Cindy Reed	Novell eDirectory	0 0.00	1 0.09	0 0.00	1 0.09
			Product Total	0 0.00	7 0.11	0 0.00	7 0.11
		Jay Locker	Motor Vehicle Administration	0 0.00	0 0.00	1 0.08	1 0.08
			None	0 0.00	8 0.06	0 0.00	8 0.06
			Novell eDirectory	0 0.00	1 0.04	0 0.00	1 0.04
			Product Total	0 0.00	9 0.06	1 0.08	10 0.06
		Ken Bolkcom	Microsoft Excel	0 0.00	1 0.03	0 0.00	1 0.03
			Microsoft Windows XP	0 0.00	1 0.04	0 0.00	1 0.04
			None	0 0.00	15 0.06	0 0.00	15 0.06
			Product Total	0 0.00	17 0.06	0 0.00	17 0.06
		Michael Barth	Microsoft Windows XP	0 0.00	1 0.09	0 0.00	1 0.09
			None	0 0.00	9 0.10	0 0.00	9 0.10
			Symantec AntiVirus	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	11 0.09	0 0.00	11 0.09

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTIR Total
Tax Commission	Metro B Desktop Support	Sean Chadbourne	Adobe Acrobat	0 0.00	1 0.33	0 0.00	1 0.33
			Internet Explorer	0 0.00	1 0.09	0 0.00	1 0.09
			Microsoft Windows XP	0 0.00	1 0.08	0 0.00	1 0.08
			None	0 0.00	10 0.18	0 0.00	10 0.18
			PGP	0 0.00	1 0.23	0 0.00	1 0.23
			Product Total	0 0.00	14 0.18	0 0.00	14 0.18
		Torri Randa	None	0 0.00	1 0.49	0 0.00	1 0.49
			Product Total	0 0.00	1 0.49	0 0.00	1 0.49
		Tyler Pearce	None	0 0.00	2 0.10	0 0.00	2 0.10
			Product Total	0 0.00	2 0.10	0 0.00	2 0.10
		Wayne Higgs	Internet Explorer	0 0.00	1 0.14	0 0.00	1 0.14
			None	0 0.00	3 0.18	0 0.00	3 0.18
			Product Total	0 0.00	4 0.17	0 0.00	4 0.17
		Assigned to Individual Total		0 0.00	79 0.11	1 0.08	80 0.11

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTIR Total
Tax Commission	Metro B Help Desk	Gavin Barney	Acrobat Reader	0 0.00	2 0.00	0 0.00	2 0.00
			Adobe Acrobat	0 0.00	2 0.00	0 0.00	2 0.00
			Adobe Reader	0 0.00	2 0.00	0 0.00	2 0.00
			Avaya CentreVu Supervisor	0 0.00	1 0.00	0 0.00	1 0.00
			GenTax	0 0.00	22 0.00	0 0.00	22 0.00
			Gmail	0 0.00	1 0.00	0 0.00	1 0.00
			Internet Explorer	0 0.00	8 0.00	0 0.00	8 0.00
			Microsoft Visio Standard 2003	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Windows 7	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Windows XP	0 0.00	20 0.00	0 0.00	20 0.00
			Motor Vehicle Administration	0 0.00	25 0.00	0 0.00	25 0.00
			None	0 0.00	64 0.00	0 0.00	64 0.00
			Novell Client for 32-bit Windows	0 0.00	13 0.00	0 0.00	13 0.00
			Novell GroupWise	0 0.00	9 0.00	0 0.00	9 0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTIR Total
Tax Commission	Metro B Help Desk	Gavin Barney	Oracle 8 Enterprise Edition	0 0.00	1 0.00	0 0.00	1 0.00
			PGP	0 0.00	2 0.00	0 0.00	2 0.00
			PKZip	0 0.00	1 0.00	0 0.00	1 0.00
			State Payroll Time Entry	0 0.00	1 0.00	0 0.00	1 0.00
			Symantec AntiVirus	0 0.00	6 0.00	0 0.00	6 0.00
			Utah Criminal Justice	0 0.00	1 0.00	0 0.00	1 0.00
			ZENworks for Desktops	0 0.00	10 0.00	0 0.00	10 0.00
			<b>Product Total</b>	0 0.00	193 0.00	0 0.00	193 0.00
		Torri Randa	Adobe Acrobat	0 0.00	1 0.00	0 0.00	1 0.00
			Cisco AnyConnect VPN	0 0.00	1 0.00	0 0.00	1 0.00
			GenTax	0 0.00	17 0.00	0 0.00	17 0.00
			Internet Explorer	0 0.00	2 0.00	0 0.00	2 0.00
			Microsoft Excel	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Windows XP	0 0.00	11 0.00	0 0.00	11 0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTIR Total
Tax Commission	Metro B Help Desk	Torri Randa	Motor Vehicle Administration	0 0.00	3 0.00	0 0.00	3 0.00
			None	0 0.00	81 0.00	0 0.00	81 0.00
			Novell Client for 32-bit Windows	0 0.00	20 0.00	0 0.00	20 0.00
			Novell eDirectory	0 0.00	2 0.00	0 0.00	2 0.00
			Novell GroupWise	0 0.00	9 0.05	0 0.00	9 0.05
			Novell Messenger	0 0.00	1 0.00	0 0.00	1 0.00
			State Payroll Time Entry	0 0.00	1 0.00	0 0.00	1 0.00
			Symantec AntiVirus	0 0.00	5 0.00	0 0.00	5 0.00
			Utah Criminal Justice	0 0.00	1 0.00	0 0.00	1 0.00
			ZENworks for Desktops	0 0.00	9 0.00	0 0.00	9 0.00
			<b>Product Total</b>	0 0.00	165 0.00	0 0.00	165 0.00
		Val Shepherd	Contract Approval Payment System	0 0.00	1 0.00	0 0.00	1 0.00
			<b>Product Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>		0 0.00	359 0.00	0 0.00	359 0.00

## Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTIR Total
Tax Commission	Metro B Hosting	Paul Engberson	None	0 0.00	1 1.09	1 1.97	2 1.53
			Product Total	0 0.00	1 1.09	1 1.97	2 1.53
		Randy Spainhower	None	0 0.00	1 0.25	0 0.00	1 0.25
			Product Total	0 0.00	1 0.25	0 0.00	1 0.25
		Assigned to Individual Total		0 0.00	2 0.67	1 1.97	3 1.10
	Metro C Help Desk	Chris Olson	Offender Tracking	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		0 0.00	1 0.00	0 0.00	1 0.00
	Network Operations	Brian Chatwin	None	0 0.00	2 0.26	0 0.00	2 0.26
			Product Total	0 0.00	2 0.26	0 0.00	2 0.26
		Dave Bodily	None	0 0.00	6 0.08	0 0.00	6 0.08
			Product Total	0 0.00	6 0.08	0 0.00	6 0.08
		Robert Ryan	None	0 0.00	2 0.13	0 0.00	2 0.13
			Product Total	0 0.00	2 0.13	0 0.00	2 0.13

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTIR Total
Tax Commission	Network Operations	Assigned to Individual Total		0 0.00	10 0.13	0 0.00	10 0.13
	Rural Central Desktop Support	Paul Petersen	None	0 0.00	1 0.79	0 0.00	1 0.79
			Product Total	0 0.00	1 0.79	0 0.00	1 0.79
		Assigned to Individual Total		0 0.00	1 0.79	0 0.00	1 0.79
	Rural North Desktop Support	Don Higgs	None	0 0.00	1 0.67	0 0.00	1 0.67
			Product Total	0 0.00	1 0.67	0 0.00	1 0.67
		Assigned to Individual Total		0 0.00	1 0.67	0 0.00	1 0.67
	Rural South Desktop Support	Meladye Shively	None	0 0.00	1 0.23	0 0.00	1 0.23
			Product Total	0 0.00	1 0.23	0 0.00	1 0.23
		Assigned to Individual Total		0 0.00	1 0.23	0 0.00	1 0.23
	Security	Sharon Smith	None	0 0.00	1 0.07	0 0.00	1 0.07
			Novell Client for 32-bit Windows	0 0.00	1 0.34	0 0.00	1 0.34
			Novell GroupWise	0 0.00	1 0.39	0 0.00	1 0.39
			Utah Master Directory	0 0.00	1 0.27	0 0.00	1 0.27

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTIR Total
Tax Commission	Security	Sharon Smith	Product Total	0 0.00	4 0.27	0 0.00	4 0.27
		Assigned to Individual Total		0 0.00	4 0.27	0 0.00	4 0.27
		Strategic Communications	Luis Larios	None	0 0.00	1 0.02	0 0.00
			Product Total	0 0.00	1 0.02	0 0.00	1 0.02
	Assigned to Individual Total		0 0.00	1 0.02	0 0.00	1 0.02	
	Voice Operations	Britany Finlay	None	0 0.00	1 0.07	0 0.00	1 0.07
			Product Total	0 0.00	1 0.07	0 0.00	1 0.07
		Gail Christiansen	Telephone	1 0.13	3 0.40	0 0.00	4 0.33
			Product Total	1 0.13	3 0.40	0 0.00	4 0.33
		Julie Sabato	Telephone	0 0.00	2 0.28	0 0.00	2 0.28
			Product Total	0 0.00	2 0.28	0 0.00	2 0.28
		Kelly Johnson	Telephone	0 0.00	1 0.22	0 0.00	1 0.22
			Product Total	0 0.00	1 0.22	0 0.00	1 0.22
		Romanza Hamblin	None	0 0.00	2 0.03	0 0.00	2 0.03



# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTIR Total
Tax Commission	Voice Operations	Romanza Hamblin	Telephone	0 0.00	3 0.07	0 0.00	3 0.07
			Product Total	0 0.00	5 0.05	0 0.00	5 0.05
		Assigned to Individual Total			1 0.13	12 0.19	0 0.00
	Voice/Data/WAN Services	Art Scott	Telephone	0 0.00	1 0.26	0 0.00	1 0.26
			Product Total	0 0.00	1 0.26	0 0.00	1 0.26
		Mike Johnson	Telephone	0 0.00	1 0.46	0 0.00	1 0.46
			Product Total	0 0.00	1 0.46	0 0.00	1 0.46
		Assigned to Individual Total			0 0.00	2 0.36	0 0.00
	Assigned Group Total			1 0.13	479 0.04	2 1.02	482 0.04
	Customer Company Total				1 0.13	479 0.04	2 1.02

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Resolution			
				High	Low	Medium	MR Total
Tax Commission	Application Services	Paul Lundell	Novell GroupWise	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Tony Larsen	Novell GroupWise	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Tracy Goble	ZENworks for Desktops	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	3 0	0 0	3 0
	Help Desk	Brenda Treadway	Utah Master Directory	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		James Stearns	Utah Master Directory	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MR Total
Tax Commission	Help Desk	Vicky Marrelli	State Payroll	0	1	0	1
			Time Entry	0	0	0	0
			<b>Product Total</b>	0	1	0	1
				0	0	0	0
		<b>Assigned to Individual Total</b>		0	3	0	3
				0	0	0	0
	Metro B Desktop Support	Anthony Booyse	GenTax	0	1	0	1
				0	0	0	0
			Internet Explorer	0	1	0	1
				0	0	0	0
			Ipads	0	1	0	1
				0	0	0	0
			Microsoft Windows XP	0	1	0	1
				0	0	0	0
			None	0	7	0	7
				0	0	0	0
			Symantec AntiVirus	0	1	0	1
				0	0	0	0
			ZENworks for Desktops	0	1	0	1
				0	0	0	0
			<b>Product Total</b>	0	13	0	13
				0	0	0	0
		Bill Crowther	None	0	1	0	1
				0	0	0	0
			<b>Product Total</b>	0	1	0	1
				0	0	0	0
		Cindy Reed	None	0	6	0	6
				0	0	0	0

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MR Total
Tax Commission	Metro B Desktop Support	Cindy Reed	Novell eDirectory	0	1	0	1
				0	0	0	0
			Product Total	0	7	0	7
				0	0	0	0
		Jay Locker	Motor Vehicle Administration	0	0	1	1
				0	0	0	0
			None	0	8	0	8
				0	0	0	0
			Novell eDirectory	0	1	0	1
				0	0	0	0
			Product Total	0	9	1	10
				0	0	0	0
		Ken Bolkcom	Microsoft Excel	0	1	0	1
				0	0	0	0
			Microsoft Windows XP	0	1	0	1
				0	0	0	0
			None	0	15	0	15
				0	0	0	0
			Product Total	0	17	0	17
				0	0	0	0
		Michael Barth	Microsoft Windows XP	0	1	0	1
				0	0	0	0
			None	0	9	0	9
				0	0	0	0
			Symantec AntiVirus	0	1	0	1
				0	0	0	0
			Product Total	0	11	0	11
				0	0	0	0

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MR Total
Tax Commission	Metro B Desktop Support	Sean Chadbourne	Adobe Acrobat	0	1	0	1
				0	0	0	0
			Internet Explorer	0	1	0	1
				0	0	0	0
			Microsoft Windows XP	0	1	0	1
				0	0	0	0
			None	0	10	0	10
				0	0	0	0
			PGP	0	1	0	1
				0	0	0	0
			Product Total	0	14	0	14
				0	0	0	0
		Torri Randa	None	0	1	0	1
				0	0	0	0
			Product Total	0	1	0	1
				0	0	0	0
		Tyler Pearce	None	0	2	0	2
				0	0	0	0
			Product Total	0	2	0	2
				0	0	0	0
		Wayne Higgs	Internet Explorer	0	1	0	1
				0	0	0	0
			None	0	3	0	3
				0	0	0	0
			Product Total	0	4	0	4
				0	0	0	0
		Assigned to Individual Total		0	79	1	80
				0	0	0	0

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MR Total
Tax Commission	Metro B Help Desk	Gavin Barney	Acrobat Reader	0 0	2 0	0 0	2 0
			Adobe Acrobat	0 0	2 0	0 0	2 0
			Adobe Reader	0 0	2 0	0 0	2 0
			Avaya CentreVu Supervisor	0 0	1 0	0 0	1 0
			GenTax	0 0	22 0	0 0	22 0
			Gmail	0 0	1 0	0 0	1 0
			Internet Explorer	0 0	8 0	0 0	8 0
			Microsoft Visio Standard 2003	0 0	1 0	0 0	1 0
			Microsoft Windows 7	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	20 0	0 0	20 0
			Motor Vehicle Administration	0 0	25 0	0 0	25 0
			None	0 0	64 0	0 0	64 0
			Novell Client for 32-bit Windows	0 0	13 0	0 0	13 0
			Novell GroupWise	0 0	9 0	0 0	9 0

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MR Total
Tax Commission	Metro B Help Desk	Gavin Barney	Oracle 8 Enterprise Edition	0 0	1 0	0 0	1 0
			PGP	0 0	2 0	0 0	2 0
			PKZip	0 0	1 0	0 0	1 0
			State Payroll Time Entry	0 0	1 0	0 0	1 0
			Symantec AntiVirus	0 0	6 0	0 0	6 0
			Utah Criminal Justice	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	10 0	0 0	10 0
			<b>Product Total</b>	0 0	193 0	0 0	193 0
		Torri Randa	Adobe Acrobat	0 0	1 0	0 0	1 0
			Cisco AnyConnect VPN	0 0	1 0	0 0	1 0
			GenTax	0 0	17 0	0 0	17 0
			Internet Explorer	0 0	2 0	0 0	2 0
			Microsoft Excel	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	11 0	0 0	11 0

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MR Total
Tax Commission	Metro B Help Desk	Torri Randa	Motor Vehicle Administration	0 0	3 0	0 0	3 0
			None	0 0	81 0	0 0	81 0
			Novell Client for 32-bit Windows	0 0	20 0	0 0	20 0
			Novell eDirectory	0 0	2 0	0 0	2 0
			Novell GroupWise	0 0	9 0	0 0	9 0
			Novell Messenger	0 0	1 0	0 0	1 0
			State Payroll Time Entry	0 0	1 0	0 0	1 0
			Symantec AntiVirus	0 0	5 0	0 0	5 0
			Utah Criminal Justice	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	9 0	0 0	9 0
			Product Total	0 0	165 0	0 0	165 0
		Val Shepherd	Contract Approval Payment System	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total			0 0	359 0	0 0



# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MR Total
Tax Commission	Metro B Hosting	Paul Engberson	None	0 0	1 0	1 0	2 0
			Product Total	0 0	1 0	1 0	2 0
		Randy Spainhower	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	2 0	1 0	3 0
	Metro C Help Desk	Chris Olson	Offender Tracking	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Network Operations	Brian Chatwin	None	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Dave Bodily	None	0 0	6 0	0 0	6 0
			Product Total	0 0	6 0	0 0	6 0
		Robert Ryan	None	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MR Total
Tax Commission	Network Operations	Assigned to Individual Total		0 0	10 0	0 0	10 0
	Rural Central Desktop Support	Paul Petersen	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Rural North Desktop Support	Don Higgs	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Rural South Desktop Support	Meladye Shively	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Security	Sharon Smith	None	0 0	1 0	0 0	1 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			Utah Master Directory	0 0	1 0	0 0	1 0

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MR Total
Tax Commission	Security	Sharon Smith	Product Total	0 0	4 0	0 0	4 0
		Assigned to Individual Total		0 0	4 0	0 0	4 0
		Strategic Communications	Luis Larios	None	0 0	1 0	0 0
	Product Total			0 0	1 0	0 0	1 0
	Assigned to Individual Total		0 0	1 0	0 0	1 0	
	Voice Operations		Britany Finlay	None	0 0	1 0	0 0
		Product Total		0 0	1 0	0 0	1 0
		Gail Christiansen	Telephone	1 0	3 0	0 0	4 0
			Product Total	1 0	3 0	0 0	4 0
		Julie Sabato	Telephone	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Kelly Johnson	Telephone	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Romanza Hamblin	None	0 0	2 0	0 0	2 0

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	MR Total
Tax Commission	Voice Operations	Romanza Hamblin	Telephone	0 0	3 0	0 0	3 0
			Product Total	0 0	5 0	0 0	5 0
		Assigned to Individual Total		1 0	12 0	0 0	13 0
	Voice/Data/WAN Services	Art Scott	Telephone	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Mike Johnson	Telephone	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	2 0	0 0	2 0
	Assigned Group Total			1 0	479 0	2 0	482 0
	Customer Company Total			1 0	479 0	2 0	482 0

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Average time in hours			
				High	Low	Medium	ATTR Total
Tax Commission	Application Services	Paul Lundell	Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Tony Larsen	Novell GroupWise	0 0.00	1 4.94	0 0.00	1 4.94
			Product Total	0 0.00	1 4.94	0 0.00	1 4.94
		Tracy Goble	ZENworks for Desktops	0 0.00	1 2.59	0 0.00	1 2.59
			Product Total	0 0.00	1 2.59	0 0.00	1 2.59
		Assigned to Individual Total		0 0.00	3 2.51	0 0.00	3 2.51
	Help Desk	Brenda Treadway	Utah Master Directory	0 0.00	1 0.03	0 0.00	1 0.03
			Product Total	0 0.00	1 0.03	0 0.00	1 0.03
		James Stearns	Utah Master Directory	0 0.00	1 0.49	0 0.00	1 0.49
			Product Total	0 0.00	1 0.49	0 0.00	1 0.49

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTR Total
Tax Commission	Help Desk	Vicky Marrelli	State Payroll Time Entry	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		0 0.00	3 0.17	0 0.00	3 0.17
	Metro B Desktop Support	Anthony Booyse	GenTax	0 0.00	1 0.77	0 0.00	1 0.77
			Internet Explorer	0 0.00	1 0.43	0 0.00	1 0.43
			Ipads	0 0.00	1 3.10	0 0.00	1 3.10
			Microsoft Windows XP	0 0.00	1 2.51	0 0.00	1 2.51
			None	0 0.00	7 1.20	0 0.00	7 1.20
			Symantec AntiVirus	0 0.00	1 0.90	0 0.00	1 0.90
			ZENworks for Desktops	0 0.00	1 1.27	0 0.00	1 1.27
			Product Total	0 0.00	13 1.34	0 0.00	13 1.34
		Bill Crowther	None	0 0.00	1 1.16	0 0.00	1 1.16
			Product Total	0 0.00	1 1.16	0 0.00	1 1.16
		Cindy Reed	None	0 0.00	6 1.08	0 0.00	6 1.08

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTR Total
Tax Commission	Metro B Desktop Support	Cindy Reed	Novell eDirectory	0 0.00	1 0.95	0 0.00	1 0.95
			Product Total	0 0.00	7 1.06	0 0.00	7 1.06
		Jay Locker	Motor Vehicle Administration	0 0.00	0 0.00	1 1.38	1 1.38
			None	0 0.00	8 0.65	0 0.00	8 0.65
			Novell eDirectory	0 0.00	1 0.67	0 0.00	1 0.67
			Product Total	0 0.00	9 0.65	1 1.38	10 0.72
		Ken Bolkcom	Microsoft Excel	0 0.00	1 0.76	0 0.00	1 0.76
			Microsoft Windows XP	0 0.00	1 1.25	0 0.00	1 1.25
			None	0 0.00	15 1.76	0 0.00	15 1.76
			Product Total	0 0.00	17 1.67	0 0.00	17 1.67
		Michael Barth	Microsoft Windows XP	0 0.00	1 2.16	0 0.00	1 2.16
			None	0 0.00	9 0.80	0 0.00	9 0.80
			Symantec AntiVirus	0 0.00	1 1.61	0 0.00	1 1.61
			Product Total	0 0.00	11 0.99	0 0.00	11 0.99

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTR Total
Tax Commission	Metro B Desktop Support	Sean Chadbourne	Adobe Acrobat	0 0.00	1 0.37	0 0.00	1 0.37
			Internet Explorer	0 0.00	1 0.51	0 0.00	1 0.51
			Microsoft Windows XP	0 0.00	1 0.33	0 0.00	1 0.33
			None	0 0.00	10 1.29	0 0.00	10 1.29
			PGP	0 0.00	1 1.20	0 0.00	1 1.20
			<b>Product Total</b>	0 0.00	14 1.09	0 0.00	14 1.09
		Torri Randa	None	0 0.00	1 0.49	0 0.00	1 0.49
			<b>Product Total</b>	0 0.00	1 0.49	0 0.00	1 0.49
		Tyler Pearce	None	0 0.00	2 1.94	0 0.00	2 1.94
			<b>Product Total</b>	0 0.00	2 1.94	0 0.00	2 1.94
		Wayne Higgs	Internet Explorer	0 0.00	1 0.76	0 0.00	1 0.76
			None	0 0.00	3 1.03	0 0.00	3 1.03
			<b>Product Total</b>	0 0.00	4 0.96	0 0.00	4 0.96
		<b>Assigned to Individual Total</b>		0 0.00	79 1.20	1 1.38	80 1.20



# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTR Total
Tax Commission	Metro B Help Desk	Gavin Barney	Acrobat Reader	0 0.00	2 0.00	0 0.00	2 0.00
			Adobe Acrobat	0 0.00	2 0.00	0 0.00	2 0.00
			Adobe Reader	0 0.00	2 0.00	0 0.00	2 0.00
			Avaya CentreVu Supervisor	0 0.00	1 0.00	0 0.00	1 0.00
			GenTax	0 0.00	22 0.00	0 0.00	22 0.00
			Gmail	0 0.00	1 0.00	0 0.00	1 0.00
			Internet Explorer	0 0.00	8 0.00	0 0.00	8 0.00
			Microsoft Visio Standard 2003	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Windows 7	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Windows XP	0 0.00	20 0.00	0 0.00	20 0.00
			Motor Vehicle Administration	0 0.00	25 0.00	0 0.00	25 0.00
			None	0 0.00	64 0.12	0 0.00	64 0.12
			Novell Client for 32-bit Windows	0 0.00	13 0.00	0 0.00	13 0.00
			Novell GroupWise	0 0.00	9 0.00	0 0.00	9 0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTR Total
Tax Commission	Metro B Help Desk	Gavin Barney	Oracle 8 Enterprise Edition	0 0.00	1 0.00	0 0.00	1 0.00
			PGP	0 0.00	2 0.00	0 0.00	2 0.00
			PKZip	0 0.00	1 0.00	0 0.00	1 0.00
			State Payroll Time Entry	0 0.00	1 0.00	0 0.00	1 0.00
			Symantec AntiVirus	0 0.00	6 0.00	0 0.00	6 0.00
			Utah Criminal Justice	0 0.00	1 0.00	0 0.00	1 0.00
			ZENworks for Desktops	0 0.00	10 0.00	0 0.00	10 0.00
			<b>Product Total</b>	0 0.00	193 0.04	0 0.00	193 0.04
		Torri Randa	Adobe Acrobat	0 0.00	1 0.00	0 0.00	1 0.00
			Cisco AnyConnect VPN	0 0.00	1 0.00	0 0.00	1 0.00
			GenTax	0 0.00	17 0.00	0 0.00	17 0.00
			Internet Explorer	0 0.00	2 0.00	0 0.00	2 0.00
			Microsoft Excel	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Windows XP	0 0.00	11 0.00	0 0.00	11 0.00

## Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTR Total
Tax Commission	Metro B Help Desk	Torri Randa	Motor Vehicle Administration	0 0.00	3 0.00	0 0.00	3 0.00
			None	0 0.00	81 0.00	0 0.00	81 0.00
			Novell Client for 32-bit Windows	0 0.00	20 0.00	0 0.00	20 0.00
			Novell eDirectory	0 0.00	2 0.00	0 0.00	2 0.00
			Novell GroupWise	0 0.00	9 0.06	0 0.00	9 0.06
			Novell Messenger	0 0.00	1 0.00	0 0.00	1 0.00
			State Payroll Time Entry	0 0.00	1 0.00	0 0.00	1 0.00
			Symantec AntiVirus	0 0.00	5 0.00	0 0.00	5 0.00
			Utah Criminal Justice	0 0.00	1 0.00	0 0.00	1 0.00
			ZENworks for Desktops	0 0.00	9 0.00	0 0.00	9 0.00
			Product Total	0 0.00	165 0.00	0 0.00	165 0.00
		Val Shepherd	Contract Approval Payment System	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total			0 0.00	359 0.02	0 0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTR Total
Tax Commission	Metro B Hosting	Paul Engbersen	None	0 0.00	1 1.09	1 1.97	2 1.53
			Product Total	0 0.00	1 1.09	1 1.97	2 1.53
		Randy Spainhower	None	0 0.00	1 0.25	0 0.00	1 0.25
			Product Total	0 0.00	1 0.25	0 0.00	1 0.25
		Assigned to Individual Total		0 0.00	2 0.67	1 1.97	3 1.10
	Metro C Help Desk	Chris Olson	Offender Tracking	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		0 0.00	1 0.00	0 0.00	1 0.00
	Network Operations	Brian Chatwin	None	0 0.00	2 0.54	0 0.00	2 0.54
			Product Total	0 0.00	2 0.54	0 0.00	2 0.54
		Dave Bodily	None	0 0.00	6 1.04	0 0.00	6 1.04
			Product Total	0 0.00	6 1.04	0 0.00	6 1.04
		Robert Ryan	None	0 0.00	2 1.59	0 0.00	2 1.59
			Product Total	0 0.00	2 1.59	0 0.00	2 1.59

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTR Total
Tax Commission	Network Operations	Assigned to Individual Total		0 0.00	10 1.05	0 0.00	10 1.05
	Rural Central Desktop Support	Paul Petersen	None	0 0.00	1 0.79	0 0.00	1 0.79
			Product Total	0 0.00	1 0.79	0 0.00	1 0.79
		Assigned to Individual Total		0 0.00	1 0.79	0 0.00	1 0.79
	Rural North Desktop Support	Don Higgs	None	0 0.00	1 0.67	0 0.00	1 0.67
			Product Total	0 0.00	1 0.67	0 0.00	1 0.67
		Assigned to Individual Total		0 0.00	1 0.67	0 0.00	1 0.67
	Rural South Desktop Support	Meladye Shively	None	0 0.00	1 0.24	0 0.00	1 0.24
			Product Total	0 0.00	1 0.24	0 0.00	1 0.24
		Assigned to Individual Total		0 0.00	1 0.24	0 0.00	1 0.24
	Security	Sharon Smith	None	0 0.00	1 0.51	0 0.00	1 0.51
			Novell Client for 32-bit Windows	0 0.00	1 0.34	0 0.00	1 0.34
			Novell GroupWise	0 0.00	1 0.39	0 0.00	1 0.39
			Utah Master Directory	0 0.00	1 0.27	0 0.00	1 0.27

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTR Total
Tax Commission	Security	Sharon Smith	Product Total	0 0.00	4 0.38	0 0.00	4 0.38
			Assigned to Individual Total	0 0.00	4 0.38	0 0.00	4 0.38
	Strategic Communications	Luis Larios	None	0 0.00	1 5.35	0 0.00	1 5.35
			Product Total	0 0.00	1 5.35	0 0.00	1 5.35
		Assigned to Individual Total		0 0.00	1 5.35	0 0.00	1 5.35
	Voice Operations	Britany Finlay	None	0 0.00	1 0.69	0 0.00	1 0.69
			Product Total	0 0.00	1 0.69	0 0.00	1 0.69
		Gail Christiansen	Telephone	1 0.13	3 0.40	0 0.00	4 0.33
			Product Total	1 0.13	3 0.40	0 0.00	4 0.33
		Julie Sabato	Telephone	0 0.00	2 1.69	0 0.00	2 1.69
			Product Total	0 0.00	2 1.69	0 0.00	2 1.69
		Kelly Johnson	Telephone	0 0.00	1 0.22	0 0.00	1 0.22
			Product Total	0 0.00	1 0.22	0 0.00	1 0.22
		Romanza Hamblin	None	0 0.00	2 0.03	0 0.00	2 0.03

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

				High	Low	Medium	ATTR Total
Tax Commission	Voice Operations	Romanza Hamblin	Telephone	0 0.00	3 0.48	0 0.00	3 0.48
			Product Total	0 0.00	5 0.30	0 0.00	5 0.30
		Assigned to Individual Total			1 0.13	12 0.58	0 0.00
	Voice/Data/WAN Services	Art Scott	Telephone	0 0.00	1 0.26	0 0.00	1 0.26
			Product Total	0 0.00	1 0.26	0 0.00	1 0.26
		Mike Johnson	Telephone	0 0.00	1 4.42	0 0.00	1 4.42
			Product Total	0 0.00	1 4.42	0 0.00	1 4.42
		Assigned to Individual Total			0 0.00	2 2.34	0 0.00
	Assigned Group Total			1 0.13	479 0.30	2 1.68	482 0.31
	Customer Company Total				1 0.13	479 0.30	2 1.68

## Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

## Detail

<b>INC000000454853</b>	Jan Duggar	Telecom	Feature	Telephone		TIR Missed: No	0.34
	Voice Operations	Julie Sabato	Tax Commission	Low	Closed	TTR Missed: No	2.32
<b>INC000000454904</b>	Sarah Moller	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.22
	Application Services	Tracy Goble	Tax Commission	Low	Closed	TTR Missed: No	2.59
<b>INC000000455122</b>	Mariah McAfee	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000455159</b>	Randall Gardner	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000455203</b>	Julie Jones	PC/Laptop	Error	None		TIR Missed: No	0.24
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	2.40
<b>INC000000455280</b>	Jeremy Troester	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	
<b>INC000000455292</b>	MV Provo	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000455316</b>	MV Kamas	Network	Performance	None		TIR Missed: No	0.14
	Network Operations	Robert Ryan	Tax Commission	Low	Closed	TTR Missed: No	0.57
<b>INC000000455327</b>	Melanie Palmer	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000455330</b>	Kimberly Barber	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000455345</b>	MV Manti	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000455362</b>	Janette Woodhouse	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000455363</b>	Janette Woodhouse	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000455402</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000455411</b>	MV Manti	Network	Performance	None		TIR Missed: No	0.04
	Network Operations	Dave Bodily	Tax Commission	Low	Closed	TTR Missed: No	4.63
<b>INC000000455431</b>	Karalynn Malcolm-Sugden	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00



# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000455449</b>	Ellen Engel	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000455502</b>	Michael Waterfall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000455525</b>	Rosie Akeripa	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000455582</b>	Joshua Quarnberg	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000455583</b>	Taylor Killpack	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000455637</b>	Charlie Roberts	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000455645</b>	Travis Harvey	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000455675</b>	MV Brigham City	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000455684</b>	MV Provo	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000455698</b>	MV Davis County IM	Static Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000455709</b>	Lindsey Boone	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000455710</b>	Pamela Raia	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000455717</b>	MV Citrix	Application	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000455766</b>	Roger Barth	PC/Laptop	Error	PGP	TIR Missed: No	0.23
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	1.20
<b>INC000000455795</b>	Gene Petrie	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000455797</b>	Gene Petrie	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000455803</b>	MV Cedar City	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.24
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	1.59

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000455833</b>	MV Provo	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000455868</b>	Kathleen Swartwout	Telecom	None	None	TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000455965</b>	Nery Coleman	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000455992</b>	Pam Chaffin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000456110</b>	MV Farmington	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000456135</b>	Pam Chaffin	Telecom	Voice Mail	Telephone	TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin	Tax Commission	Low Closed	TTR Missed: No	0.36
<b>INC000000456153</b>	Daniel Palmer	Application	Error	Oracle 8 Enterprise Edition	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000456164</b>	Vickie Gritzmacher	PC/Laptop	Error	None	TIR Missed: No	0.14
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low Closed	TTR Missed: No	1.01
<b>INC000000456193</b>	Earl Thomas	Application	Error	Microsoft Excel	TIR Missed: No	0.03
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low Closed	TTR Missed: No	0.76
<b>INC000000456208</b>	Julie Alsop	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000456211</b>	Bobbie Gavros	PC/Laptop	Error	None	TIR Missed: No	0.16
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low Closed	TTR Missed: No	0.50
<b>INC000000456219</b>	Ben McAfee	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000456236</b>	Angela Simmons	PC/Laptop	Error	None	TIR Missed: No	0.08
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	2.78
<b>INC000000456239</b>	Chante Hammond	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000456295</b>	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000456313</b>	Julio Aranda	Application	Error	Microsoft Visio Standard 2003	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000456332</b>	MV Price	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	4.88

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000456355</b>	MV Citrix	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000456380</b>	Bobbie Gavros	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000456384</b>	Devin Anderson	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000456413</b>	Julie Salisbury	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.04
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	3.53
<b>INC000000456594</b>	Cynthia Williams	Application	Error	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000456606</b>	Debra Frazier	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000456648</b>	MV Salt Lake City	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000456666</b>	Gary Abshire	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000456687</b>	Angela Simmons	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000456767</b>	John Collen	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000456791</b>	Spencer Hansen	Telecom	Voice Mail	Telephone		TIR Missed: No	0.35
	Voice Operations	Gail Christiansen	Tax Commission	Low	Closed	TTR Missed: No	0.35
<b>INC000000456796</b>	Rajanee Christiansen	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000456800</b>	Robert Patterson	PC/Laptop	Error	None		TIR Missed: No	0.12
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	0.17
<b>INC000000456803</b>	Angela Simmons	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000456816</b>	Stephanie Vert	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000456846</b>	Angela Simmons	PC/Laptop	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000456861</b>	Hal Mauchley	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000456907</b>	Alicia Stinson	Application	Password	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000456909</b>	John Collen	Application	Error	Acrobat Reader	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000456987</b>	Hossein Zaryoun	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000457002</b>	John Collen	PC/Laptop	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000457010</b>	Nantanee Moore	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000457039</b>	MV Ogden	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000457081</b>	Susan Waters	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000457082</b>	MV Ogden	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000457100</b>	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000457120</b>	MV South Valley	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000457145</b>	MV Farmington	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000457169</b>	MV Salt Lake City	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000457174</b>	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000457178</b>	Laurie Gallegos	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000457180</b>	Julia Warga	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000457286</b>	MV Ogden	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000457295</b>	MV Ogden	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.67
	Rural North Desktop Support	Don Higgs	Tax Commission	Low Closed	TTR Missed: No	0.67

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

INC000000457334	MV Davis County IM Static Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00		
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000457410	Laurie Gallegos	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	1.13
INC000000457450	Cindy Morrison	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000457452	Ron Jacobson	Telecom	Dial Tone	Telephone		TIR Missed: No	0.13
	Voice Operations	Gail Christiansen	Tax Commission	High	Closed	TTR Missed: No	0.13
INC000000457485	MV Provo	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000457491	Doug D Green	Telecom	Voice Mail	Telephone		TIR Missed: No	0.40
	Voice Operations	Gail Christiansen	Tax Commission	Low	Closed	TTR Missed: No	0.40
INC000000457506	Mark Fluckiger	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000457522	Dean Powell	Application	Error	Novell GroupWise		TIR Missed: No	0.45
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.50
INC000000457544	John Manning	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000457601	David P Jensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000457657	Jake Hill	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000457680	Scott W Smith	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000457711	MV Salt Lake City	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000457712	Dana Johnson	Application	Error	ZENworks for Desktops		TIR Missed: No	0.33
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	1.27
INC000000457740	MV Davis County IM Static Application	Error	Motor Vehicle Administration			TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000457754	MV Salt Lake City	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000457873	Mark Fluckiger	Telecom	Voice Mail	Telephone		TIR Missed: No	0.22
	Voice Operations	Kelly Johnson	Tax Commission	Low	Closed	TTR Missed: No	0.22

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000457967</b>	Trisha Warr	Application	Password	Utah Master Directory	TIR Missed: No	0.03
Help Desk	Brenda Treadway	Tax Commission	Low	Closed	TTR Missed: No	0.03
<b>INC000000457976</b>	MV Ogden	PC/Laptop	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000457987</b>	MV Cedar City	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458051</b>	Vickie Perry	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458076</b>	MV Cedar City	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458144</b>	Carolyn Leeper	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.28
Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	0.94
<b>INC000000458171</b>	Jinx Chase	Application	Password	Utah Master Directory	TIR Missed: No	0.49
Help Desk	James Stearns	Tax Commission	Low	Closed	TTR Missed: No	0.49
<b>INC000000458193</b>	MV Cedar City	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	0.11
Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.11
<b>INC000000458264</b>	Lonnie Holt	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458266</b>	Cheri Jenson	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458290</b>	David Bushman	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458358</b>	MV Farmington	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458400</b>	Allen Maxson	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458437</b>	Heidi Payne	Application	Password	PGP	TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458440</b>	Angela Simmons	Server	Performance	None	TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458461</b>	Karen Lingard	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458471</b>	Mark Kaleta	PC/Laptop	Hardware	None	TIR Missed: No	0.29
Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	1.33

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000458496</b>	MV Salt Lake City	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458508</b>	Ron Jacobson	None	None	None		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin	Tax Commission	Low	Closed	TTR Missed: No	0.05
<b>INC000000458606</b>	Jim McNair	Server	Performance	None		TIR Missed: Yes	1.97
	Metro B Hosting	Paul Engberson	Tax Commission	Medium	Closed	TTR Missed: No	1.97
<b>INC000000458620</b>	Laura Wickham	PC/Laptop	Error	None		TIR Missed: No	0.05
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	2.15
<b>INC000000458662</b>	Lamar Sayer	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Closed	TTR Missed: No	0.08
<b>INC000000458683</b>	Trudy Gibbons	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.15
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	0.15
<b>INC000000458713</b>	Lynda Wood	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458744</b>	Gene Petrie	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458758</b>	Jayne Gallo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458855</b>	Gerald Osborne	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458857</b>	Colleen Conover	PC/Laptop	Error	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458911</b>	Shinji Ichida	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458923</b>	MV Salt Lake City	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458929</b>	Shinji Ichida	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000458996</b>	Brandon Cowdell	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000459003</b>	MV Davis County IM	Static Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000459034</b>	Brooke DiFrancesco	PC/Laptop	Error	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000459073</b>	MV South Valley Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000459204</b>	Jim Clayton Metro B Desktop Support	PC/Laptop Ken Bolkcom	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.85
<b>INC000000459311</b>	Paula Vanikiotis Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000459336</b>	MV Salt Lake City Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000459341</b>	Karen Edwards Metro B Desktop Support	PC/Laptop Ken Bolkcom	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.06 2.39
<b>INC000000459378</b>	Trang Le Metro B Desktop Support	PC/Laptop Ken Bolkcom	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.13 2.24
<b>INC000000459384</b>	Tekiteki Vainuku Metro B Desktop Support	PC/Laptop Ken Bolkcom	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.06 2.18
<b>INC000000459391</b>	Dana Johnson Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000459414</b>	Lee Hill Metro B Help Desk	None Torri Randa	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000459496</b>	MV South Valley Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000459561</b>	Ray Paulsen Metro B Desktop Support	PC/Laptop Ken Bolkcom	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.01 0.68
<b>INC000000459577</b>	Dana Johnson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000459596</b>	MV Salt Lake City Metro B Help Desk	None Torri Randa	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000459602</b>	MV Motor Carriers Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000459603</b>	MV Price Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000459604</b>	MV Tooele Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000459608</b>	Ryan Tucker Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00



# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000459639</b>	MV Salt Lake City	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000459655</b>	Julia Warga	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000459729</b>	Julia Warga	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000459746</b>	Larry Hatch	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000459761</b>	Julia Warga	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000459765</b>	Brandon Cowdell	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.04
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	1.25
<b>INC000000459767</b>	Vickie Gritzmacher	PC/Laptop	Hardware	None		TIR Missed: No	0.04
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	1.15
<b>INC000000459803</b>	MV South Valley	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000459841</b>	Susan Dansie	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000459858</b>	MV South Valley	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000459906</b>	Brooke DiFrancesco	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000459908</b>	Felicia Sandoval	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	0.60
<b>INC000000459963</b>	Gay Green	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	5.02
<b>INC000000459974</b>	Christena Ohrn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000459976</b>	Becky McKenzie	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000459981</b>	Ben McAfee	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000460007</b>	Sonya Pullan	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000460029</b>	Lynn Solarczyk	Mobile Devices	Error	Ipads		TIR Missed: No	0.11
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	3.10
<b>INC000000460036</b>	Aaron Cook	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.04
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	3.91
<b>INC000000460100</b>	Nancy Telford	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000460118</b>	Cindy M Clark	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000460140</b>	Mike Fahey	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000460146</b>	Josh Randall	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000460377</b>	Robert Patterson	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.09
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	2.16
<b>INC000000460383</b>	Shawn Seward	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000460402</b>	Shawn Seward	Server	Error	None		TIR Missed: Yes	1.09
	Metro B Hosting	Paul Engberson	Tax Commission	Low	Closed	TTR Missed: No	1.09
<b>INC000000460449</b>	MV Salt Lake City	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000460452</b>	Scott W Smith	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	1.58
<b>INC000000460503</b>	Victoria Youtsey	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000460522</b>	Dennis Ritz	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000460630</b>	Stephen Anderson	Telecom	Voice Mail	None		TIR Missed: No	0.07
	Voice Operations	Britany Finlay	Tax Commission	Low	Closed	TTR Missed: No	0.69
<b>INC000000460674</b>	Irene Aleman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000460678</b>	MV Provo	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000460743</b>	John Collen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000460767</b>	Salina Murphy	PC/Laptop	Error	None		TIR Missed: No	0.06
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	1.63
<b>INC000000460866</b>	MV Provo	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000460933</b>	Deon Loynd	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000460936</b>	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000460942</b>	MV Park City	Network	Performance	None		TIR Missed: No	0.06
	Network Operations	Dave Bodily	Tax Commission	Low	Closed	TTR Missed: No	0.34
<b>INC000000460951</b>	Lisa Hansen	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000460958</b>	Larry Hatch	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000460962</b>	Larry Hatch	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461035</b>	Michele Espina	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461038</b>	MV Motor Carriers	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461155</b>	Emily Butler	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461156</b>	Shaunna Bracken	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461205</b>	Stephen Nance	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461232</b>	Monika Wheaton	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461233</b>	David Bushman	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461247</b>	MV South Valley	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461267</b>	MV Farmington	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000461313</b>	MV South Valley	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.04
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Closed	TTR Missed: No	1.16
<b>INC000000461323</b>	Pamala Jorgensen	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461350</b>	Kimberly Johnson	PC/Laptop	Error	None		TIR Missed: No	0.09
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	1.48
<b>INC000000461353</b>	Ann Dillenbeck	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461358</b>	MV South Valley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461361</b>	Sonya Pullan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461426</b>	MV Richfield	Network	Performance	None		TIR Missed: No	0.14
	Network Operations	Dave Bodily	Tax Commission	Low	Closed	TTR Missed: No	0.48
<b>INC000000461462</b>	Donna Backer	Application	Password	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461463</b>	MV Richfield	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461504</b>	MV Richfield	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461513</b>	Dana Johnson	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Tax Commission	Medium	Closed	TTR Missed: No	1.38
<b>INC000000461523</b>	MV Richfield	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461535</b>	MV Loa	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461537</b>	Leann Tolino	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461547</b>	Deon Loynd	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	0.08
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.33
<b>INC000000461578</b>	Caralyn Streed	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461610</b>	Dana Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000461624</b>	MV South Valley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461638</b>	Jesse Ackerson	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461642</b>	MV Castle Dale	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461661</b>	Judy Kenny	PC/Laptop	Error	None		TIR Missed: No	0.20
	Metro B Desktop Support	Wayne Higgs	Tax Commission	Low	Closed	TTR Missed: No	2.74
<b>INC000000461664</b>	Tori Cody	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461681</b>	Stephen Anderson	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461729</b>	Emily Butler	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.09
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.51
<b>INC000000461880</b>	Opal Burris	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	1.61
<b>INC000000461889</b>	Cole McAfee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000461937</b>	Opal Burris	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	1.61
<b>INC000000461989</b>	MV Nephi	Network	Performance	None		TIR Missed: No	0.09
	Network Operations	Dave Bodily	Tax Commission	Low	Closed	TTR Missed: No	0.21
<b>INC000000461991</b>	MV Provo	Network	Performance	None		TIR Missed: No	0.08
	Network Operations	Dave Bodily	Tax Commission	Low	Closed	TTR Missed: No	0.16
<b>INC000000461996</b>	Donna Backer	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000462000</b>	Cheryl A Sielhorst	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000462005</b>	Sonya Pullan	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000462008</b>	Felicia Sandoval	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.49
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.49
<b>INC000000462027</b>	MV Richfield	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000462039</b>	Matthew Lund Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000462092</b>	Christena Ohrn Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Toner/Fuser/Ink Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000462147</b>	Brenda Patterson Voice Operations	Telecom Romanza Hamblin	Feature Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	0.06 0.89
<b>INC000000462149</b>	Janet S Taylor Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000462203</b>	Tina Wright Metro B Desktop Support	Print/Copy/Scan/Fax Sean Chadbourne	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.18 0.48
<b>INC000000462257</b>	Brent Taylor Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000462287</b>	Heather Jorgensen Metro B Desktop Support	PC/Laptop Ken Bolkcom	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.07 0.94
<b>INC000000462320</b>	Karen Edwards Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000462328</b>	Julia Warga Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000462366</b>	MV Salt Lake City Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000462367</b>	Amy Arnn Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000462374</b>	Cheryl Horowitz Metro B Help Desk	Application Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000462481</b>	Caralyn Streed Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000462485</b>	Pam Chaffin Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000462498</b>	Bruce Timothy Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000462499</b>	Rebecca Powell Metro B Help Desk	Network Torri Randa	Incident Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000462518</b>	Karen Yakovich Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00

## Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000462528</b>	Craig Newton	Network	Incident	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000462533</b>	Karen Yakovich	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000462573</b>	Blaine Awerkamp	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000462579</b>	Alisi Tupou	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000462582</b>	Kyle Boyer	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000462597</b>	Zenas Herdegen	PC/Laptop	Hardware	None	TIR Missed: No	0.06
	Metro B Desktop Support	Jay Locker	Tax Commission	Low Closed	TTR Missed: No	0.60
<b>INC000000462622</b>	MV Brigham City	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000462720</b>	Lonnie Holt	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.02
	Strategic Communications	Luis Larios	Tax Commission	Low Closed	TTR Missed: No	5.35
<b>INC000000462806</b>	Jim Mcnair	Application	Error	Adobe Reader	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000462944</b>	Craig Jolley	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000462956</b>	Daniel Rich	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000462999</b>	Ruth Ann Jefferies	PC/Laptop	Error	Adobe Acrobat	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000463012</b>	Kristine Beckstrom	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000463050</b>	Stephen Anderson	Application	Password	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000463074</b>	Derek Nelson	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000463090</b>	Vickie Gritzmacher	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000463127</b>	Steve Coleman	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000463134</b>	Steve Coleman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000463163</b>	Beverly Beitel	PC/Laptop	Hardware	None		TIR Missed: No	0.03
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	0.21
<b>INC000000463177</b>	MV Motor Carriers	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000463236</b>	Earl Thomas	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.03
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	0.58
<b>INC000000463313</b>	Craig Jolley	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000463397</b>	MV Manti	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000463401</b>	MV Farmington	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000463412</b>	MV Farmington	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000463414</b>	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000463516</b>	DJ Kruger	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000463542</b>	Richard Evans	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000463569</b>	MV Ogden	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000463588</b>	Michael L Davis	Server	Performance	None		TIR Missed: No	0.25
	Metro B Hosting	Randy Spainhower	Tax Commission	Low	Closed	TTR Missed: No	0.25
<b>INC000000463593</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000463603</b>	James Teton	PC/Laptop	Error	Microsoft Excel		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000463608</b>	Michael L Davis	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	0.22
<b>INC000000463619</b>	MV Farmington	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00



# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000463687</b>	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000463768</b>	Randall Gardner	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low Resolved	TTR Missed: No	1.18
<b>INC000000463863</b>	Laura Atwood	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000463926</b>	June Hesleph	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000463948</b>	Caralyn Streed	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000463962</b>	Heather Gamon	PC/Laptop	Virus	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000463964</b>	Laura Atwood	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000463982</b>	Nikki Black	PC/Laptop	Error	Novell eDirectory	TIR Missed: No	0.04
	Metro B Desktop Support	Jay Locker	Tax Commission	Low Resolved	TTR Missed: No	0.67
<b>INC000000464064</b>	Diana O'Brien	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000464085</b>	MV Farmington	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000464106</b>	Brian L Stone	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Tax Commission	Low Resolved	TTR Missed: No	0.68
<b>INC000000464119</b>	MV Citrix	PC/Laptop	Error	None	TIR Missed: No	0.26
	Metro B Desktop Support	Wayne Higgs	Tax Commission	Low Resolved	TTR Missed: No	0.26
<b>INC000000464126</b>	Sharleen Burningham	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000464146</b>	Leslee Katayama	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000464165</b>	Holly Fiefia	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000464218</b>	MV Provo	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000464219</b>	Frank Hales	PC/Laptop	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000464224</b>	MV Salt Lake City Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low		TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000464227</b>	MV Citrix Metro B Desktop Support	None Sean Chadbourne	None Tax Commission	None Low		TIR Missed: No TTR Missed: No	0.35 0.35
<b>INC000000464284</b>	MV Salt Lake City Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	Microsoft Windows XP Professio Low		TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000464301</b>	April Weiler Metro B Desktop Support	PC/Laptop Michael Barth	Error Tax Commission	None Low		TIR Missed: No TTR Missed: No	0.09 0.72
<b>INC000000464338</b>	Dan Engh Metro B Help Desk	Application Gavin Barney	Password Tax Commission	None Low		TIR Missed: No TTR Missed: No	0.03 0.95
<b>INC000000464361</b>	David Bushman Voice Operations	Telecom Romanza Hamblin	Voice Mail Tax Commission	Telephone Low		TIR Missed: No TTR Missed: No	0.06 0.20
<b>INC000000464387</b>	Shane Maag Metro B Desktop Support	PC/Laptop Michael Barth	Error Tax Commission	None Low		TIR Missed: No TTR Missed: No	0.14 0.97
<b>INC000000464393</b>	MV South Valley Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low		TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000464440</b>	MV Provo Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low		TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000464470</b>	James Shaw Metro B Help Desk	Application Gavin Barney	Error Tax Commission	State Payroll Time Entry System Low		TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000464604</b>	Kristi Carter Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low		TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000464637</b>	Jim Mcnair Metro B Desktop Support	PC/Laptop Tyler Pearce	Error Tax Commission	None Low		TIR Missed: No TTR Missed: No	0.15 0.22
<b>INC000000464671</b>	Jody Jacobs Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low		TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000464684</b>	James Shaw Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Symantec AntiVirus Low		TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000464707</b>	MV Salt Lake City Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	Microsoft Windows XP Professio Low		TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000464727</b>	Carolyn Leeper Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Novell GroupWise Low		TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000464741</b>	MV South Valley Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	ZENworks for Desktops Low		TIR Missed: No TTR Missed: No	0.00 0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000464755</b>	MV South Valley	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000464792</b>	MV Moab	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.23
	Rural South Desktop Support	Meladye Shively	Tax Commission	Low Resolved	TTR Missed: No	0.24
<b>INC000000464804</b>	Dwight Rimmasch	Application	Error	Acrobat Reader	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000464838</b>	MV South Valley	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000464870</b>	MV Fillmore	Network	Performance	None	TIR Missed: No	0.11
	Network Operations	Robert Ryan	Tax Commission	Low Resolved	TTR Missed: No	2.62
<b>INC000000465113</b>	Marisa Manwaring	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465123</b>	Lynda Wood	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	
<b>INC000000465142</b>	Diane Gibson	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465179</b>	Monika Wheaton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465191</b>	MV South Valley	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465247</b>	Dwight Rimmasch	Application	Error	Adobe Acrobat	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465258</b>	Shelley Robinson	Server	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465285</b>	Joanne Phillips	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465301</b>	Joey Luke	PC/Laptop	Error	None	TIR Missed: No	0.07
	Metro B Desktop Support	Wayne Higgs	Tax Commission	Low Resolved	TTR Missed: No	0.09
<b>INC000000465364</b>	Virginia Mascarenas	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465381</b>	James Shaw	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465389</b>	Karalynn Malcolm-Sugden	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000465396</b>	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465423</b>	Julie Halvorson	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.09
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Resolved	TTR Missed: No	2.51
<b>INC000000465447</b>	Julia Warga	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465449</b>	Earl Thomas	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465483</b>	Cindy Morrison	Application	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465539</b>	Christa Johnson	Network	Password	None	TIR Missed: No	0.07
	Security	Sharon Smith	Tax Commission	Low Resolved	TTR Missed: No	0.51
<b>INC000000465549</b>	Angela Simmons	Application	Error	GenTax	TIR Missed: No	0.15
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Resolved	TTR Missed: No	0.77
<b>INC000000465585</b>	Kimberly Johnson	PC/Laptop	Hardware	None	TIR Missed: No	0.14
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Resolved	TTR Missed: No	1.80
<b>INC000000465627</b>	Jane Wiseman	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465650</b>	John Manning	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465651</b>	Jackie Curtis	Application	Error	Internet Explorer	TIR Missed: No	0.14
	Metro B Desktop Support	Wayne Higgs	Tax Commission	Low Resolved	TTR Missed: No	0.76
<b>INC000000465756</b>	Vickie Perry	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465768</b>	MV Ogden	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465797</b>	MV Salt Lake City	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465862</b>	MV Price	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465899</b>	Rexalee Jolley	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000465967</b>	Kelley Perkins	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000465983</b>	Vera Bullock	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Resolved	TTR Missed: No	1.28
<b>INC000000466011</b>	Diane Gibson	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000466081</b>	Arthur Brownell	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000466117</b>	June Washington	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000466178</b>	Christena Ohrn	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.06
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Resolved	TTR Missed: No	2.57
<b>INC000000466282</b>	Brooke DiFrancesco	PC/Laptop	Hardware	None		TIR Missed: No	0.12
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Resolved	TTR Missed: No	1.40
<b>INC000000466297</b>	MV Tooete	Network	Performance	None		TIR Missed: No	0.34
	Network Operations	Brian Chatwin	Tax Commission	Low	Resolved	TTR Missed: No	0.65
<b>INC000000466369</b>	Debra Walker	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000466370</b>	MV Motor Carriers	Application	Password	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000466384</b>	Vera Bullock	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000466451</b>	Stephen Anderson	Telecom	Hardware	Telephone		TIR Missed: No	0.46
	Voice/Data/WAN Services	Mike Johnson	Tax Commission	Low	Resolved	TTR Missed: No	4.42
<b>INC000000466469</b>	Janet Sanchez	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000466485</b>	John Manning	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000466488</b>	Dustin Ashcroft	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000466497</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000466527</b>	Shelley Robinson	Application	Error	Novell GroupWise		TIR Missed: No	0.61
	Application Services	Tony Larsen	Tax Commission	Low	Resolved	TTR Missed: No	4.94
<b>INC000000466539</b>	Brandi Mascarenas	Application	Password	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000466567</b>	Christa Johnson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Resolved	TTR Missed: No	0.16
<b>INC000000466569</b>	Tiffany Harms	PC/Laptop	Hardware	None		TIR Missed: No	0.11
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Resolved	TTR Missed: No	2.14
<b>INC000000466574</b>	Caralyn Streed	PC/Laptop	Password	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000466692</b>	MV Park City	Network	Performance	None		TIR Missed: No	0.17
	Network Operations	Brian Chatwin	Tax Commission	Low	Resolved	TTR Missed: No	0.43
<b>INC000000466775</b>	MV Cedar City	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000466813</b>	MV St George	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000466852</b>	Pauline Fisher	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000466926</b>	Trudy Gibbons	Network	Password	Utah Master Directory		TIR Missed: No	0.27
	Security	Sharon Smith	Tax Commission	Low	Resolved	TTR Missed: No	0.27
<b>INC000000466956</b>	Pat Sorensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467123</b>	Shelley Eastmond	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467126</b>	Shelley Eastmond	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467150</b>	Jackie Bate	PC/Laptop	Hardware	None		TIR Missed: No	0.17
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Resolved	TTR Missed: No	1.20
<b>INC000000467188</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467200</b>	MV Farmington	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467202</b>	Leann Tolino	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467205</b>	Pauline Fisher	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467206</b>	Sherri Wood	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000467209</b>	Leann Tolino	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467220</b>	Charlie Roberts	Application	Error	Adobe Reader		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467257</b>	Patrick Morris	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467374</b>	Randy Farnsworth	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467378</b>	Dwight Rimmasch	Application	Error	Adobe Acrobat		TIR Missed: No	0.33
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.37
<b>INC000000467387</b>	Betty Stearns	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467431</b>	Dianna Wright	Telecom	Area Code	Telephone		TIR Missed: No	0.45
	Voice Operations	Gail Christiansen	Tax Commission	Low	Resolved	TTR Missed: No	0.45
<b>INC000000467550</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467556</b>	MV Moab	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467607</b>	Brian Brand	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467722</b>	Dwight Rimmasch	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467727</b>	Sonya Pullan	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467757</b>	MV Motor Carriers	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467775</b>	Cynthia Williams	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467777</b>	Brenda Patterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467876</b>	Carol Winn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467898</b>	MV Salt Lake City	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000468097</b>	MV Randolph	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468193</b>	Viktorija Culley	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468322</b>	Kelley Perkins	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.17
<b>INC000000468332</b>	Jonathan Wood	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468357</b>	Stephen Anderson	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468415</b>	Trudy Gibbons	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.34
	Security	Sharon Smith	Tax Commission	Low	Resolved	TTR Missed: No	0.34
<b>INC000000468428</b>	Jeannie Warren	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468436</b>	Jonathan Wood	Application	Error	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468456</b>	Trudy Gibbons	Application	Password	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468481</b>	Amy Arn	PC/Laptop	Password	None		TIR Missed: No	0.06
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: No	0.92
<b>INC000000468531</b>	MV Ogden	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468571</b>	Heidi Ellison	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.03
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Resolved	TTR Missed: No	0.22
<b>INC000000468592</b>	Randall Gardner	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468596</b>	Patrick Morris	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468615</b>	Kelly Brady	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468635</b>	Hongmin Andra	Application	Password	Novell GroupWise		TIR Missed: No	0.39
	Security	Sharon Smith	Tax Commission	Low	Resolved	TTR Missed: No	0.39
<b>INC000000468643</b>	MV Tooele	Network	Performance	None		TIR Missed: No	0.11
	Network Operations	Dave Bodily	Tax Commission	Low	Resolved	TTR Missed: No	0.42



# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000468689</b>	Mark Kaleta	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468698</b>	Dennis Ritz	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.02
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Resolved	TTR Missed: No	0.43
<b>INC000000468733</b>	Alisi Tupou	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468742</b>	Christena Ohrn	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468775</b>	Alison Imlay	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468836</b>	Judy Kenny	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.05
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	3.65
<b>INC000000468840</b>	Karen Moody	PC/Laptop	Hardware	None		TIR Missed: No	0.18
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	1.82
<b>INC000000468843</b>	Christena Ohrn	Telecom	Hardware	Telephone		TIR Missed: No	0.26
	Voice/Data/WAN Services	Art Scott	Tax Commission	Low	Resolved	TTR Missed: No	0.26
<b>INC000000468846</b>	MV Salt Lake City	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468886</b>	Stephen Anderson	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468925</b>	MV Moab	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468934</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468946</b>	Joshua Brinkerhoff	Application	Error	PKZip		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468987</b>	Shellie Haymond	Telecom	Voice Mail	Telephone		TIR Missed: No	0.23
	Voice Operations	Julie Sabato	Tax Commission	Low	Resolved	TTR Missed: No	1.06
<b>INC000000469025</b>	MV Motor Carriers	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469148</b>	Shelley Robinson	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Paul Lundell	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469164</b>	Pamela Pendleton	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000469179</b>	Earl Thomas	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469211</b>	Susan Dansie	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469220</b>	Lisa Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469270</b>	Michael L Davis	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469291</b>	Shane Burton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469387</b>	Lamar Sayer	PC/Laptop	Error	None		TIR Missed: No	0.13
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Resolved	TTR Missed: No	0.85
<b>INC000000469406</b>	Craig Jolley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.14
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Resolved	TTR Missed: No	0.93
<b>INC000000469410</b>	Michele Espina	Application	Error	Avaya CentreVu Supervisor		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469425</b>	MV Salt Lake City	PC/Laptop	Hardware	None		TIR Missed: No	0.17
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.45
<b>INC000000469436</b>	Charlie Roberts	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469445</b>	Karalynn Malcolm-Sugden	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469467</b>	Jan Duggar	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469511</b>	Laurie Gallegos	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469515</b>	MV Moab	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469518</b>	Bruce Johnson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469633</b>	Stephen Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469680</b>	Bill McCarthy	None	None	Offender Tracking		TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Tax Commission	Low	Resolved	TTR Missed: No	0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000469688</b>	Derek Nelson	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469696</b>	Monika Wheaton	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469772</b>	Rajanee Christiansen	PC/Laptop	Performance	None		TIR Missed: No	0.47
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.83
<b>INC000000469819</b>	MV Davis County IM	Static Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469823</b>	MV Citrix	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469865</b>	Felicia Sandoval	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469993</b>	Sherri Wood	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000470121</b>	Ryan Sharp	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000470125</b>	Deon Loynd	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000470164</b>	Lance Lamb	PC/Laptop	Hardware	None		TIR Missed: No	0.79
	Rural Central Desktop Support	Paul Petersen	Tax Commission	Low	Resolved	TTR Missed: No	0.79
<b>INC000000470167</b>	Pepper Culley	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000470190</b>	Colleen McDonald	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.05
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Resolved	TTR Missed: No	0.90
<b>INC000000470202</b>	Jackie Bate	PC/Laptop	Error	Novell eDirectory		TIR Missed: No	0.09
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Resolved	TTR Missed: No	0.95
<b>INC000000470223</b>	Francine Corbridge	PC/Laptop	Error	None		TIR Missed: No	0.17
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: No	1.26
<b>INC000000470264</b>	Cindy Morrison	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000470283</b>	Alan Dunlap	PC/Laptop	Virus	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000470334</b>	Alan Dunlap	PC/Laptop	Virus	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

# Enterprise Incident Report February 2012

As of 3/1/2012

## Tax Commission

<b>INC000000470352</b>	Ryan Sharp	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000470381</b>	Cleo Meneses	Print/Copy/Scan/Fax	Error Code	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000470421</b>	MV Salt Lake City	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000470446</b>	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000470518</b>	Trudy Gibbons	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000470521</b>	MV Special Services	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000470630</b>	MV Moab	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00